

Indianapolis Parking System

Request for Qualifications

Bidding Members:

Express Parking, Inc.

T2 Systems

March 12, 2010

Michael Huber
Director of Enterprise Development
Office of the Mayor
City-County Building Suite 2501
200 E. Washington Street
Indianapolis, IN 46204

Don Devendorf
Vice President
Morgan Stanley & Co. Incorporated
1585 Broadway, Floor 33
New York, NY 10023

Dear Project Partners:

The joint venture of Express Parking, Inc. and T2 Systems respectfully asks for your acceptance of our submission to the Request for Qualifications issued by the City of Indianapolis, February 10, 2010.

Express Parking, Inc.'s extensive experience and qualifications as a parking facilities management company and T2 Systems experience and qualifications as the current vendor to the City of Indianapolis providing the citation management software, handheld hardware and services in Citation Collections provide the excellent combination of services that the Request for Qualifications is soliciting.

The local ownership of this joint venture will provide the City of Indianapolis with not only our broad knowledge of the history of Indianapolis' parking environment but we also understand the sensitive nature of the parking issues and how they impact the business climate and exciting expansion of our great City. Express Parking, Inc. and T2 Systems dedication to the greater good of the health of Indianapolis and its ability to be extraordinarily responsive, as locally owned companies and proud citizens of Indianapolis, will provide the advantage that we will generate a valuable revenue source for the City of Indianapolis but also be compassionate regarding the financial health of the business community.

The following information will provide Express Parking, Inc.'s and T2 Systems experience and qualifications required in the Request for Qualifications. In addition, we will provide information about the other entities and potential partners that will be assisting in the implementation of our business plan to successfully manage and operate the Indianapolis Parking System.

Thank you for the opportunity to present our credentials.

Sincerely,



Barry Widduck
President, Express Parking, Inc.

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Section 1. Bidding Assets

Section 1.1 Concession Metered Parking Systems

Express Parking, Inc. and T2 Systems request that we are allowed to respond to any Request for Proposals regarding the Metered Parking System Concession. The concession being the on-street meter facilities owned by the City of Indianapolis as outlined in the Indianapolis Parking System Request for Qualifications, dated February 10, 2010.

Section 1.2 Management Agreements of Parking System Garages and Lots

Express Parking, Inc. and T2 Systems requests that we are allowed to respond to any Request for Proposals regarding the Management Agreement for the Parking System Garages and Lots. The Management Agreement being the parking garages and parking lots outlined in the Indianapolis Parking System Request for Qualifications, dated February 10, 2010.

Section 2. Bidder Information

Section 2.1 Description of Bidder & Role of Bidder Members

About Express Parking, Inc.

Express Parking, Inc. was established in Indiana in 1991 for the purpose of managing, operating and leasing parking facilities. Since then Express Parking has grown from one location with two employees to nineteen locations with over three thousand five hundred commercial parking spaces and thirty two employees. Express Parking, Inc.'s owners are Barry Widduck and Rene Jimenez who combined has over sixty years of experience in the parking industry.

Express Parking, Inc. owns, leases and manages all its parking facilities in downtown Indianapolis, Indiana. We are a full service management company that provides valet parking services, parking garage management & consultation services in addition to parking lot leasing and operator/management services. Our parking facilities include everything from honor pay systems to hotel valet services. We are experienced in the various parking facilities operating systems from Amano/McGann hardware & software to APD Federal hardware & software. Express Parking, Inc. has extensive experience with the private sector in addition to working with City, County, State and Federal agencies.

Express Parking, Inc.'s philosophy is that the owning entity always comes first. We provide the highest standards of service, audit and financial controls, customer service and staying informed by performing rate surveys and receiving the schedules of all venues in the City.

Roles of Bidders

Barry Widduck, President

Barry Widduck is co-founder of Express Parking, Inc. with over twenty eight years experience in the parking industry. Barry started his career in parking as a valet driver at the Indiana Parking Garage in 1981 and is now an owning partner in the garage. In the 1980's Barry had held various positions with Parkwik Corporation of America from lot honesty checker to Executive Assistant to the President. After his career with Parkwik, Barry went to work with Convention Garage Associates as their local Personal Representative and manager/operator of the Capitol Commons Garage for the New York owner. In 1991, Barry decided to form and operate his own parking management company. Hence, the formation of Express Parking, Inc.

Rene Jimenez, Vice President

Rene Jimenez is co-founder of Express Parking, Inc. with over thirty two years experience in the parking industry. Rene started his career in parking as a supervisor with Parkwik Corporation of America. Rene held multiple positions in Parkwik rising to the position of Vice President. In 1991, Rene joined Barry Widduck forming and operating Express Parking, Inc. Rene's many responsibilities in Express Parking, Inc. include Manager of Operations and facilities maintenance.

Section 2.1 Description of Bidder & Role of Bidder

About T2 Systems

T2 Systems was established in California in 1994. Since then, T2 has delivered proven parking solutions that continue to meet the ever-changing needs of the parking industry.

In January 2002, T2 Systems moved its corporate headquarters to Indianapolis and established itself in the local tech business community as a growing software success story – and a model for other companies. The local headquarters is home to nearly 50 employees but the company has over 110 employees with virtual offices throughout the US and Canada.

The company has been recognized locally for its growth, success and contributions to the local community. In addition to being named a finalist in the **Best Places to Work in Indiana** program for three years, in 2008 T2 Systems was presented with the prestigious **TechPoint Mira Award** for technology companies, and was also honored with the **Corporate Value Award**, given by the Association of Corporate Growth.

T2 has been recognized nationally by the Inc. 500 list of fastest-growing companies, the Software 500 list, the Deloitte & Touch Fast 500 list of growing technology companies and Ernst & Young's Entrepreneur of the Year award.

Roles of Bidders

Tim Maginn, Executive Vice President of Delivery and Sales

Tim joined T2 with over 10 years experience as VP of Sales or a similar role with a number of organizations, including Indianapolis-based Walker Information and PerformaWorks – a venture-backed developer of software solutions for the Human Capital Management industry.

As Vice President of Business Development for Walker Information, Tim managed sales of custom research programs to targeted National Accounts, established and grew indirect sales through channel partners and business alliances, and was accountable for achievement of all revenue growth and customer retention goals. In his last role as Senior Vice President, Global Sales, for PerformaWorks he was a key player in growing the company from \$2.7 million in bookings in 2000 to \$10.2 million in 2001. Tim is a graduate of the University of Dayton.

James Zaloudek, CFO

Jim develops and executes T2's financial strategies and programs to increase profitability and manage growth. He has over 20 years of accounting and finance experience. Prior to joining T2, Jim served for five years as the Controller and Chief Financial Officer of eGIX, Inc., a telecommunications company based in Indianapolis, where he was a key member of the executive team during a period of rapid growth and change.

Jim has successfully raised significant senior commercial funds and venture capital. He was a key member of the company's acquisition team, developed divisional budgets and applicable reporting of variance and forecasts. Prior to his work at eGIX, Jim spent 12 years in public accounting performing audit, tax and consulting services. He is a 1988 graduate of Butler University.

Controlling Interests in T2 Systems

- Michael Simmons 61%
- Petra Capital 24%

Section 2.2 Operator

Metered Parking System: Operator will be Express Parking, Inc. with technical applications operations managed by T2 Systems. Other sub-contractors will be used for meter maintenance and repair.

Management of Parking System Garages & Lots: Operator will be Express Parking, Inc. with technical applications managed by T2 Systems. Other sub-contractors will be used for maintenance and repair of garages and lots.

Section 2.3 Contact Person

Barry Widduck, President
Express Parking, Inc.
145 East Market Street
Indianapolis, In 46204-3213
317-639-9825 – Telephone
317-639-3313 – Facsimile
317-714-5943 – Cellular Telephone
expressparking@sbcglobal.net

Section 2.4 Controlling Interest

To Be Determined

Section 2.5 Expected Advisors

Legal Advisor – J. Murray Clark, Partner
Baker & Daniels
300 N. Meridian Street, Suite 2700
Indianapolis, IN 46204
317-237-1433 – Telephone
murray.clark@bakerd.com

Financial Advisor – Clark Byrum, Jr.
Ross Sinclair & Associates, LLC
8395 Keystone Crossing, Suite 101
Indianapolis, IN 46204
317- 626-4093
cbyrum@rsanet.com

Section 2.6 Comparable Projects

T2 Systems

Overview of your T2 customer service capabilities related to collections?

Collections are overseen by Citation Collection Services (CCS), a subsidiary of T2 Systems. CCS contains a customer service call center dedicated to answering phones, emails and processing payments. Call center staff are required to participate in on-going customer service training. T2 has found that successful customer service is about how the customer is treated. This includes understanding the type of customer calling, treating the customer the same way they would want to be treated, giving the customer the benefit of the doubt, and working with the customer to a resolution. CCS call center staff are often complimented by customers on their politeness.

In 2009 T2 Systems welcomed the City of Norfolk, VA and City of Lafayette, IN as CCS customers. These particular municipalities were experiencing poor customer service from their citation processing vendor. The Cities chose T2 Systems because of our customer service can do attitude.

T2 Services provided to the City of Indianapolis

T2 Systems has worked with the City since 1998 providing parking citation management software and handheld hardware. In late 2006 T2 expanded its service offering to the City adding comprehensive "Back Office" services through its subsidiary Citation Collection Services (CCS). Back office services include locating vehicle owner information, generating and mailing over-due notices, schedule and managing hearings, processing payments (call center, mail-in, IVR and web payments), data entry of handwritten citation, and delinquent collection services.

Section 2.6 Comparable Projects

List of Parking Facilities

- Indiana Parking Garage - 145 East Market Street, Indianapolis, IN 46204
Terms: Owned & Managed
Indiana Parking Garage Associates II, LLP
145 East Market Street
Indianapolis, IN 46204
Attn: Barry Widduck – 317-639-9825
- Express Park Garage - 20 N. Pennsylvania Street, Indianapolis, IN 46204
Terms: Management Agreement
VRC Investments, Inc.
c/o Lawson Clark II
301 Union Federal Building
Indianapolis, IN 46204
Attn: Carl Ritchie – 317-264-1180
- Lot# 101 (Surface Lot) - 101 South Alabama Street, Indianapolis, IN 46204
Terms: Management Agreement
LaRosa Enterprises, LLC
4954 East 56th Street, Suite 3
Indianapolis, IN 46220
Attn: Joe LaRosa – 317-251-2255 x 101
- Lot# 500 (Surface Lot) - 500 South Madison Avenue, Indianapolis, IN 46204
Terms: Lease
SODO Indy, LLC
P.O. Box 34297
Indianapolis, IN 46234
Attn: Ryan Zickler – 317-809-9955
- Lot# 307 (Surface Lot) - 307 East Michigan Street, Indianapolis, In 46204
Terms: Revenue Sharing
R & L Parking, Inc.
342 Massachusetts Avenue
500 Marott Center
Indianapolis, IN 46204
Attn: George Rubin – 317- 860-2900

Section 2.6 Comparable Projects

List of Parking Facilities

- Lot# 340 (Surface Lot) - 340 South Delaware Street. Indianapolis, IN 46204
Terms: Lease Agreement
Delaware & South Towing Service
301 South Kitley Avenue
Indianapolis, IN 46219
Attn: Brian Meyer – 317-359-9611
- Lot# 301 (Surface Lot) - 301 East Washington Street, Indianapolis, IN 46204
Terms: Lease Agreement
TerraPark III, L.P.
1067 Yonge Street
Toronto, Ontario Canada M4W2L2
Attn: Don Palef - 212-759-1392
- Lot# 345 (Surface Lot) - 355 West McCarty Street, Indianapolis, IN 46225
Terms: Revenue Sharing
Stadium Partners, LLC
152 East 22nd Street, Ste. B
Indianapolis, IN 46202
Attn: Gary Levine – 317-927-9060
- Lot# 401 (Surface Lot) - 129 North New Jersey Street, Indianapolis, IN 46204
Terms: Lease Agreement
East Ohio Realty Co., Inc.
P.O. Box 40633
Indianapolis, IN 46206
Attn: Angelo Kostarides – 317-543-9740
- Lot# 405 (Surface Lot) - 405 S. Pennsylvania Street, Indianapolis, IN 46225
Terms: Revenue Sharing
Eli Lilly & Company
Lilly Corporate Center
Indianapolis, IN 46285
Attn: Brent Blanchard - 317- 276-3101

Section 2.6 Comparable Projects

List of Parking Facilities

- Lot# 411 (Surface Lot) - 411 East Ohio Street, Indianapolis, IN 46204
Terms: Lease Agreement
Dillon Family Partnership
8456 Olde Mill Circle East Drive
Indianapolis, IN 46220
Attn: Ann Dillon - 317-253-6552
- Lot# 615 (Surface Lot) - 615 North Alabama Street, Indianapolis, IN 46204
Terms: Management Agreement
William E. English Foundation
615 North Alabama Street
Indianapolis, IN 46204
Attn: Gregory Lynn – 317- 631-6542 x 182
- Lot# 520 (Surface Lot) - 520 South West Street, Indianapolis, In 46225
Terms: Revenue Sharing
MNA II, LLC
502 South West Street
Indianapolis, In 46225
Attn: Anthony Nicholas – 317-631-9241
- Lot# 600 (Surface Lot) - 600 Henry Street, Indianapolis, IN 46225
Terms: Revenue Sharing
Indy Telecom Center, LLC
600 Kentucky Avenue
Indianapolis, IN 46225
Attn: Kent Hall – 317-418-4048
- Lot# 420 (Surface Lot) - 420 N. Senate Avenue, Indianapolis, IN 46204
Terms: Management Agreement
Triangle FC, LLC
8900 Keystone Crossing, Ste. 1200
Indianapolis, IN 46240
Attn: Jim Crossin 317-819-1575

Section 2.6 Comparable Projects

List of Parking Facilities

- Lot# 449 (Surface Lot) - 449 S. Pennsylvania Street, Indianapolis, IN 46225
Terms: Revenue Sharing
Eli Lilly & Company
Lilly Corporate Center
Indianapolis, IN 46285
Attn: Brent Blanchard – 317- 276-3101
- Lot# B&W (Surface Lot) - 500 Kentucky Avenue, Indianapolis, IN 46225
Terms: Revenue Sharing
Hall/Mahrtdt, LLC
600 Kentucky Avenue
Indianapolis, IN 46225
Attn: Kurt Mahrtdt – 317- 684-9973
- Lot C (Surface Lot) - 475 South Pennsylvania Street, Indianapolis, IN 46225
Terms: Revenue Sharing
Eli Lilly & Company
Lilly Corporate Center
Indianapolis, IN 46285
Attn: Brent Blanchard – 317-276-3101
- Lot# 502 (Surface Lot) - 502 North Capitol Avenue, Indianapolis, IN 46204
Terms: Management Agreement
Stough Development Corporation
1128 Main Street
Cincinnati, OH 45202
Attn: Polly Benzing – 513-842-1837

Section 2.7 References

Industry and Technology Leadership

T2Systems has been consistently recognized for its growth, stability and innovative thought leadership by such noteworthy organizations as Inc. 500, Software 500, Deloitte & Touche, Fast 500, and received the Ernst & Young Entrepreneur of the Year Award.

T2 Systems is an Oracle Business Partner and Microsoft Gold Partnership program member.

T2 Systems is certified as authorized distributors for the hardware products we resell (Casio, Motorola, TDS, and others) offering warranty support for your peace of mind.

The T2 Customer Advisory Board represents the T2 user base and serves as a channel for product development, user feedback, best-practices information exchange, and user group participation.

T2's CEO is an active member of International Parking Institute board of directors.

T2's Executive VP is an active member of National Parking Association board of directors.

Other employees sit on regional Parking Association Boards or assist in regional events.

Partnerships

T2 Systems has worked hard to establish partnerships with third party applications. These applications can be used by customers of T2 Systems to enhance their parking experience. The following is a list partnerships that have been formed –

- Digital Payment Technologies (Pay by Space integration with T2 supported handheld)

- Teleworks (IVR)

- Casio Business Solutions (handhelds)

- Trimble Technologies (TDS handheld)

- 2T Technologies (Jett. eye handheld)

- Printek (portable handheld printers)

- O'Neil (portable handheld printers)

- CASHNet (Internet Payment Gateway for financial transaction processing)

- TouchNet (Internet Payment Gateway for financial transaction processing)

- Magnetic AutoControls (Access and Revenue Control hardware)

- Law Enforcement Systems (registered owner inquiries)

Section 2.7 References

Express Parking, Inc.
145 East Market Street, Suite 100
Indianapolis, Indiana 46204

Business References

Indiana Parking Garage Associates II
C.W. Hudson, Managing Partner
1336 West 81st Street
Indianapolis, IN 46260
(317) 257-3011

VRC Investments, Inc.
Carl Ritchie, President
301 Union Federal Building
Indianapolis, IN 46204
(317) 264-1180

LaRosa Enterprises, LLC
Joseph LaRosa, Member
4954 East 56th Street, Suite 3
Indianapolis, IN 46220
(317) 251-2255

Dillon Family Partnership, LLP
Ann Dillon, Owner
8456 Olde Mill Circle East Drive
Indianapolis, IN 46220
(317) 253-6552

Fersal Development Corp.
Elizabeth Fernando, President
245 P. Tuazon Street
Cubao, Quezon City Phillipines 1109
(632) 911-2161

Section 2.7 References

Express Parking, Inc.
145 East Market Street, Suite 100
Indianapolis, Indiana 46204

Business References

East Ohio Realty Co., Inc.
Angelo Kostarides, Secretary
P.O. Box 40633
Indianapolis, IN 46206
(317) 543-9740

R & L Parking, Inc.
George Rubin, President
500 Marott Center
342 Massachusetts Avenue
Indianapolis, IN 46204
(317) 860-2900

Eli Lilly & Company
Brent Blanchard, Department Head
Lilly Corporate Center
Attn: Strategic Real Estate
Indianapolis, IN 46285
(317) 433-5779

William E. English Foundation
Gregory Lynn, VP
615 N. Alabama Street
Indianapolis, IN 46204
(317) 631-6542x182

Bank One Trust 14284
Michael Maio, Trustee
P.O. Box 21175
Indianapolis, IN 46221
(317) 638-4910

Flaherty & Collins
Jim Crossin, VP
8900 Keystone Crossing
Suite 1200
Indianapolis, IN 46240
(317) 752-2335

Section 2.7 References

Express Parking, Inc.
145 East Market Street, Suite 100
Indianapolis, Indiana 46204

Business References

Delaware & South Towing Service
Brian Meyer, Manager
301 South Kitley Avenue
Indianapolis, IN 46219
(317) 638-1458

Hall/Mahrtdt, LLC
Kurt Mahrtdt, Member
600 Kentucky Avenue
Indianapolis, IN 46225
(317) 684-9973

Triangle FC, LLC
Jim Crossin, VP Development
8900 Keystone Crossing, Ste. 1200
Indianapolis, IN 46240
(317) 819-1575

Indy Telecom Center, LLC
Kent Hall, Member
600 Kentucky Avenue
Indianapolis, IN 46225
(317) 418-4048

Stadium Partners, LLC
Gary Levine, Member
152 East 22nd Street, Suite B
Indianapolis, IN 46202
(317) 927-9060

Terrapark III, L.P.
Donald Palef, Partner
200 East 66th Street, B406
New York, NY 10021
(212) 759-1392

Section 2.8 Technical Capability

T2 Flex Parking Management Solution

T2 Flex is T2's fourth generation of parking management systems and incorporates the best of our previous applications as well as the latest technology and software development techniques. Because of our extensive parking experience and continued innovations, T2 was able to create a cutting edge solution for the city that increases customer convenience without sacrificing revenues. Furthermore, T2 releases an average of two product upgrades per year which are released free to customers. For example, T2's latest release, Version 6.6, includes expanded visual features in the real-time monitoring system as well as the ability to automatically schedule reports to be run and e-mailed to people.

The T2 Flex Parking Management Solution can help increase efficiency in the office and provide better customer support. T2 Flex's unique structure allows your organization's parking operation to manage financial, business data, and business rules in T2 Flex. T2 Flex is:

A parking management platform: T2 Flex is the authoritative data source for everything parking.

A foundation for managing parking out of one system: As a truly open architecture platform T2 Flex allows other systems to integrate seamlessly, creating a parking data warehouse. T2 Flex also allows the parking operation to interact and work together with other systems within the organization with an ease previously unavailable to parking offices.

Constructed using T2's parking object model: T2 Flex focuses on common elements and relationships present in all parking operations: individuals or groups that park (entities), vehicles parked, locations where they park (properties), permissions to park and contraventions discouraging improper parking. These elements are linked through financial relationships and audit trails.

Thin-client: T2 Flex offers a browser-based interface that is easy to use. Parking data and functionality can be equally accessed from any computer with a browser.

Open architecture: Allows other systems to integrate seamlessly. Developed in the Microsoft .Net environment that is specifically designed to be used by network applications, T2 Flex's open architecture can drive other systems, be driven by other systems or be one part of an overall systems' infrastructure. T2 will be cultivating this open architecture environment by providing T2 customers the ability to share code they have developed against T2 Flex with other customers.

Functionality and efficiency: T2 Flex offers the following features for ease of use: context-sensitive menus, at-a-glance content (content manager and color/shape icons), task scheduler, and wizards.

Hosting options: T2 Flex is a browser based application and requires Microsoft Internet Explorer. T2 is proposing to host the application and database. T2 Flex uses an Oracle database. T2 is a certified Oracle business partner.

Section 2.8 Technical Capability

Parking Permit Management

The *Permit Management* module allows for issuance and management of audit control permits like decals or hangtags and create waitlists for high demand areas. Furthermore, the city can track inventory and uniquely number permits as they are issued. Permits can also be registered to one or more customers, vehicles, or addresses. User-defined possession statuses (sold, lost, stolen, etc) can be associated with a permit. Also, permits can also be uploaded to the handheld for officer inquiry.

Parking Enforcement Management

T2 Flex's *Parking Enforcement* module allows for the issuance and processing of citations. Citations can be issued by paper or handheld device. Handheld ticket-writers issue citations, reducing data entry time and data entry inconsistencies. Citation processing can include locating and/or recording citation, vehicle, owner, and payment information. Repeat offender or scofflaw information can be obtained from T2 Flex and sent to the handhelds for officer information. The city can create and run reports and queries from within the application plus automate the process using the *Task Scheduler*.

Access and Revenue Control Management

T2's *Access and Revenue Control* modules bring a software-driven approach to access and revenue control with easily configured options and settings, use of TCP/IP communications protocol, strong audit trail and data security. The access and control packs are part of a unified system that integrates access control, revenue control and a monitoring system with T2 Flex enforcement, permit, and event management functionality on the basis of a common management system and parking data warehouse. This means the city only needs ONE system for parking operation management- garages, off-street lots, permits, citations, and all other activities.

eCommerce Solutions

When you implement T2's e-Business Solutions, your customers and operation benefits from improved efficiencies, enhanced customer convenience and service options. Using our base modules as the foundation, we build e-commerce websites that fully supports your operation's business rules and objectives. Your customers will be able to pay parking citations, submit an appeal, and update personal account information via our online solutions.

T2 e-Business Solutions include:

Online Ticket Payment - Make it convenient for your customers to pay citations, and watch collections increase.

Online Appeals - Free your staff from the time-consuming details and customer service nightmare of the appeals process.

Online Parking Account - Let customers update their own information and save your staff's time for other projects.

Online Permit Sales- Eliminate the hassle of long lines and improves process efficiencies.

Online Waitlists- Allow customers to apply for, rank order of importance, and monitor parking waitlists.

T2 e-Business Solutions are built on best-practices logic and fully integrate with your T2 Flex database. We've built many parking websites so we've learned what works and what doesn't - and we know the parking industry so you don't have to pay for any learning curve.

Section 2.8 Technical Capability

Processing and Collections Services

As part of T2's comprehensive parking management solution suite we offer processing and collections services from CCS, Citation Collection Services – a wholly owned subsidiary of T2 Systems. While most processing solutions on the market today are created for organization that outsource all work associated with citation processing, T2's CCS offers multiple levels of services and those services are performed by CCS employees – not outsourced to another firm.

Traditionally, organizations using a processing or collections company use a different system than the vendor, causing inefficiencies and problems with data exchange. This is not the case with T2's CCS as we utilize a unified system approach that makes data equally accessible to the parking operation staff and CCS. Both your staff and the CCS staff work in the same application and have access to the same data.

T2's CCS offering includes

Letter Services

- Letter printing and fulfillment

- Nationwide first-class mail delivery

- NCOA accuracy (National Change of Address) - address matching against the U.S. Postal Service database to verify accuracy and improve cash flows

- High quality, 600 dpi resolution mailings - because every letter reflects you organization's image

- Daily or weekly letter services can be selected to create steady and predictable cash flows

Letter and Payment Processing

- All above listed letter services plus:

- Lock box service

- Secure and controlled lock box environment

- Complete audit trail

- Daily processing of all mail including exceptions, returns and payments

- Call center

- Courteous, professional agents specially trained on parking issues

- Toll free phone number

- Inbound call center scripts customized to your statutes and environment

- Processing hours: 9 a.m. - 4 p.m. EST; Collection hours: 8 a.m. - 5 p.m. EST

- Payments - flexible, multiple payment methods

Section 2.8 Technical Capability

Citation Processing

All above listed services plus:

Data entry for manual tickets

Paper ticket and correspondence digital image storage

Ticket stock fulfillment for handheld ticketwriter stock, ticket books and envelopes

Completely adaptable to all statutes, letter service frequencies, late fees, etc.

Adjudication capabilities including judgment and hearing scheduling and documentation

RoVR – Retrieval of Vehicle Registrations

License suspension - DMV/BMV holds

Collections

Third party, FDCPA (Fair Debt Collection Practices Act) compliant letter services and outbound/inbound collection call center services

State licensed

Experienced staff

Non-confrontational and professional approach that reflects positively on your organization

Multiple delinquent customer contacts via mail and phone

Customer specific collection workflows to leverage and comply with ANY local or state collection statute

Credit Bureau listing functions on all accounts with debt equal to or greater than \$50, greatly improving collection percentages

Detailed status reports of all debt activity

Collected funds distributed with all corresponding status reports

Skip Tracing - access to a database with personal information

NSF (Non-Sufficient Funds) reinstating

Real time bankruptcy information to ensure that no FDCPA violation is committed when pursuing an individual who has petitioned for bankruptcy, verify the legitimacy of the bankruptcy status, and improve collection efficiency and results

Section 2.9 Financial Capability

There have been preliminary discussions made through our financial advisor, Clark Byrum Jr., with the following entities that have expressed an interest in possible involvement with financing for the Indianapolis Parking System assets:

Robert Keough
Managing Director
Infrastructure Investments
John Hancock Financial Services – Boston
617-572-9217
rkeough@jhancock.com

Steve Szejner
Director, Regional Analyst
Prudential Capital Partners – Chicago
312-565-6265
Stephen.szejner@prudential.com